

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code	502283
<015> Study Area Name	SKYLINE TELECOM
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Blake Madsen
<035> Contact Telephone Number: Number of the person identified in data line <030>	4354270652 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	b.madsen@cut.net

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
(check box when complete)			
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <div style="border: 1px solid black; padding: 5px;">502283ut510.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <div style="border: 1px solid black; padding: 5px;">502283ut610.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <div style="border: 1px solid black; padding: 5px;">502283ut1010.pdf</div>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

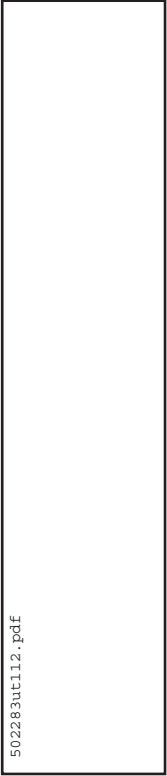
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	
FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	

<010>	Study Area Code	502283
<015>	Study Area Name	SKYLINE TELECOM
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<030>	Contact Name - Person USAC should contact regarding this data	Blake Madsen
<035>	Contact Telephone Number - Number of person identified in data line <030>	4354270652 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	b.madsen@cut.net
<110>	Has your company received its ETC certification from the FCC?	<input type="radio"/> (yes / no) <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	<input type="radio"/> (yes / no) <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<114>	Report how much universal service (USF) support was received	<input type="checkbox"/>
<115>	How (USF) was used to improve service quality	<input type="checkbox"/>
<116>	How (USF) was used to improve service coverage	<input type="checkbox"/>
<117>	How (USF) was used to improve service capacity	<input type="checkbox"/>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>

**(200) Service Outage Reporting (Voice)  
Data Collection Form**

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[illegible]







(900) Tribal Lands Reporting  
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	b.madsen@cut.net

<910>	Tribal Land(s) on which ETC Serves	Skull Valley Band of Goshute Indians
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<920>	Tribal Government Engagement Obligation	502283ut920.pdf
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Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	Select (Yes, No, NA)
<922>	Feasibility and sustainability planning;	Yes
<923>	Marketing services in a culturally sensitive manner;	Yes
<924>	Compliance with Rights of way processes	Yes
<925>	Compliance with Land Use permitting requirements	Yes
<926>	Compliance with Facilities Siting rules	Yes
<927>	Compliance with Environmental Review processes	Yes
<928>	Compliance with Cultural Preservation review processes	Yes
<929>	Compliance with Tribal Business and Licensing requirements.	Yes

(1100) No Terrestrial Backhaul Reporting

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☐

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)



(1200) Terms and Condition for Lifeline Customers

Lifeline Data Collection Form

FCC Form 481  
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<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<div>502283UT1210.pdf</div>	Name of Attached Document
<1220>	Link to Public Website	HTTP	centracom.com/lifeline

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

FCC Form 481

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July 2013

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting	
<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}
Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}	
<2012>	2013 Frozen Support Certification
<2013>	2014 Frozen Support Certification
<2014>	2015 Frozen Support Certification
<2015>	2016 and future Frozen Support Certification
Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}	
<2016>	Certification Support Used to Build Broadband
Connect America Phase II Reporting {47 CFR § 54.313(e)}	
<2017>	3rd year Broadband Service Certification
<2018>	5th year Broadband Service Certification
<2019>	Interim Progress Certification
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021>	Interim Progress Community Anchor Institutions
--------	--

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

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CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan

Milestone Certification (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3011)

Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

(3012)

Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))

Name of Attached Document Listing Required Information

(3013)

Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

☒

(Yes/No)

(3014)

If yes, does your company file the RUS annual report

☒

(Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015)

Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☐

(3016)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3017)

If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018)

If the response is no on line 3014, Is your company audited?

☒

(Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019)

Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3020)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021)

Management letter issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022)

Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3023)

Underlying information subjected to a review by an independent certified public accountant

☐

(3024)

Underlying information subjected to an officer certification.

☐

(3025)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026)

Attach the worksheet listing required information

Name of Attached Document Listing Required Information

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: SKYLINE TELECOM	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/26/2014
Printed name of Authorized Officer: Eddie Cox	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 4354270550 ext.	
Study Area Code of Reporting Carrier: 502283	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier  
Data Collection Form**

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**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

(700) Price Offerings including Voice Rate Data  
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1/1/2014	
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	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
<701>		
<702>		

[illegible]





(800) Operating Companies  
Data Collection Form

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502283

<015> Study Area Name

SKYLINE TELECOM

<020> Program Year

2015

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Blake Madsen

<035> Contact Telephone Number - Number of person identified in data line <030>

4354270652 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>

b.madsen@cut.net

<810> Reporting Carrier

Skyline Telecom

<811> Holding Company

LICT Corporation

<812> Operating Company

Skyline Telecom

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	DUNKIRK & FREDONIA TELEPHONE COMPANY	150091	Dunkirk & Fredonia Telephone, DFT, Netsync, DFT Communications
	UPPER PENINSULA TELEPHONE COMPANY	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
	MICHIGAN CENTRAL BROADBAND COMPANY	310785	Michigan Broadband Services, MCBC, Alphacomm.net
	BELMONT TELEPHONE COMPANY	330847	Belmont, LaGrant Connections, LLC
	CUBA CITY TELEPHONE EXCHANGE COMPANY	330872	Cuba City, LaGrant Connections, LLC
	CENTRAL SCOTT TELEPHONE COMPANY	351125	Central Scott
	CST COMMUNICATIONS, INC.	359032	CST Communications, iwireless
	INTERCOMMUNITY TELEPHONE COMPANY	381616	InterCommunity
	HAVILAND TELEPHONE COMPANY, INC.	411780	Haviland, Giant Communications, Inc.
	J. B. N. TELEPHONE COMPANY, INC.	411785	J.B.N., Giant Communications, Inc.
	WESTERN NEW MEXICO TELEPHONE COMPANY, INC.	492268	WNM Communications
	CENTRAL UTAH TEL INC	502277	CentraCom Interactive
	SKYLINE TELECOM	502283	CentraCom Interactive
	BEAR LAKE COMM	503032	CentraCom Interactive
	CAL-ORE TELEPHONE COMPANY	542311	Cal-Ore
	Giant Communications, Inc.		Giant
	Alpha Enterprises Limited, Inc.		Alphacomm.net
	World Surfer, Inc.		World Surfer
	Netsync Internet Services Corporation		Netsync
	Valley Communications, Inc.		Valley
	Central Telcom Services, LLC		CentraCom Interactive
	LaGrant Connections, LLC		LaGrant Connections, LLC
	WNM Communications Corporation		WNM Communications



**Skyline Telecom**  
**Line 112 – Five-Year Service Quality Improvement Plan**

As required in 47 C.F.R. § 54.202(a)(1)(ii), the following pages provide the Company's five-year service quality improvement plan that describes with specificity the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area. While the plan being presented for this Rural Local Exchange Carrier ("RLEC") is based on the best information that we have at this time, it is important to note that circumstances may change, such that the five-year service quality improvement plan being presented herein, may need to change substantially including, but not limited to, changes based on factors such as those listed below:

**ISSUES WHICH MAY REQUIRE FUTURE MODIFICATIONS TO THE COMPANY'S FIVE-YEAR PLAN:**

The five-year plan, as detailed on the following pages, is subject to the following:

- 1) **Revenue Recovery:** The ability to finance the capital expenditures planned for the five-year plan period, either through internally generated funds or external financing, are predicated on the expected revenue flows to be derived by these capital expenditures. If revenues would not be achieved either due to changes in regulations including, but not limited to, reductions in federal or state universal service support mechanisms or intercarrier compensation or by significant reductions in the number of services subscribed to by the Company's customers, adjustments to the proposed capital expenditures in the five-year plan would be required. For example, if the support revenues that would be derived based on the capital expenditures would be reduced due to eliminations of Universal Service Fund ("USF") mechanisms or significant changes to those USF programs, revisions to the five-year plan may be required.

In addition, if USF programs remain the same, but due to the computation of the program, USF revenues decline, adjustments to the five-year plan may be required. For example, if increases in the National Average Cost Per Loop ("NACPL"), which are very difficult to predict, substantially reduces the High Cost Loop Support ("HCLS") for the Company or if the impact of the corporate cap on the Interstate Common Line Support ("ICLS") mechanisms were to substantially reduce the Company's USF payments, then the capital expenditures in the five-year plan may need to be reduced.

- 2) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various governmental agencies and those delays are totally outside the control of the Company.

**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

- 3) **Weather Issues:** It is not possible to predict the impact of the weather on the installation of the capital expenditures included in the Company's five-year plan. For example, if the ground is frozen, the timing of installing facilities can be significantly delayed and those delays are totally outside the control of the Company.
- 4) **Lead Time to Obtain Materials from Vendors:** It is not possible to predict when a material critical for the capital expenditures included in the Company's five-year plan may come into a shortage situation. For example, in the last couple of years, the industry experienced a shortage of fiber optic cable where there was an 18 month lead time to obtain fiber optic cable. Delays of this nature are impossible to predict and are totally outside the control of the Company.
- 5) **Lead time to get Contractors to Install Facilities:** Just as with the materials, the Company has experienced times when it was not able to obtain contractors to install the equipment because the Company is not large enough compared to other firms wanting the contractor to do work for them. Therefore, the Company had to wait until much later than anticipated to get the contractor to come install the facilities for them. Once again, delays of this nature are impossible to predict and are totally outside the control of the Company.
- 6) **Increases in Construction Costs:** Just as with any business, it is impossible to predict if certain key material or installation costs will increase significantly during the period of time included in this five-year plan. During the last few decades, the telecommunications industry has undergone periods of time where material and installation costs escalated due to circumstances beyond the control of the Company (e.g., Hurricane Katrina, etc.). Price increases of this nature are impossible to predict and are totally outside the control of the Company.

If any of these, or items similar to these, occur, the Company may need to modify the five-year plan.

**FIVE-YEAR PLAN OVERVIEW:**

In addition to providing voice and broadband services, the company provides custom calling features and long distance services to the customers located in its service area. The Company has developed this five-year plan in order to continue to improve service quality, coverage and/or capacity to the subscribers located in its RLEC service area.

The Company provides service primarily through the use of fiber optic cable and electronics between the central offices and between the central offices and the subscriber terminal equipment (e.g., Digital Loop Carriers ("DLCs")) in the field. The last mile facilities are generally provided over copper; however, the Company has a certain amount of fiber-to-the-premise ("FTTP") facilities, as well. It is the company's intention to continue to install fiber optic cable

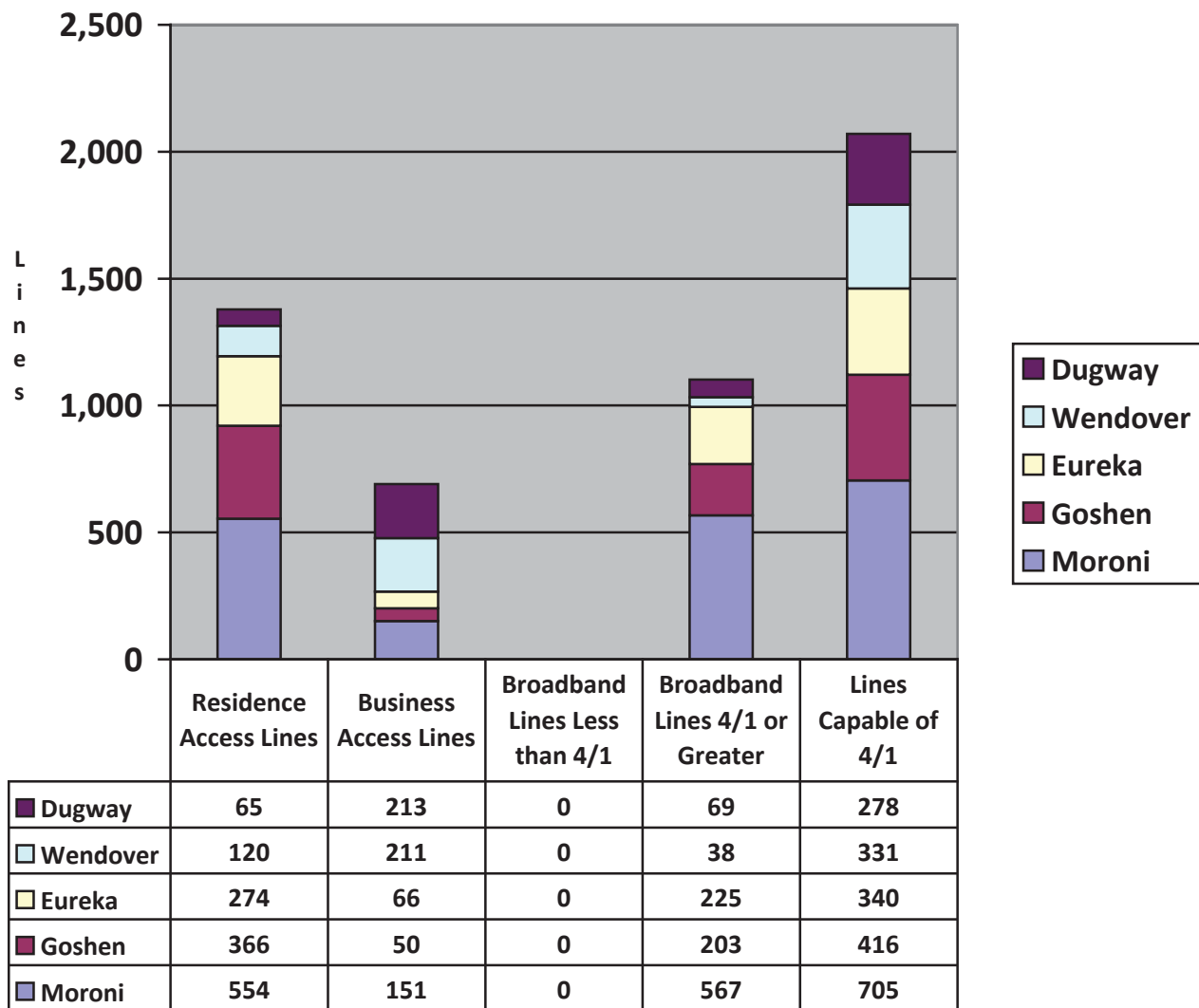
## Skyline Telecom

### Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

and electronics, wherever feasible. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

#### COMPANY SERVICE AREA INCLUDED IN FIVE-YEAR PLAN:

The Company serves a very rural, sparsely populated portion of the United States where there are numerous challenges to serving the most rural customer locations. Within the RLEC's service territory of approximately 5,357 square miles, the company provides voice service to residential and business access lines and broadband service as shown below:



Each exchange in the company only has one wire center; therefore, the five-year plan is presented at the exchange level (which is also the wire center level). The above chart shows the breakdown of the number of access lines by exchange within the RLEC territory for residence and business and the number of broadband lines subscribed to by customers at a

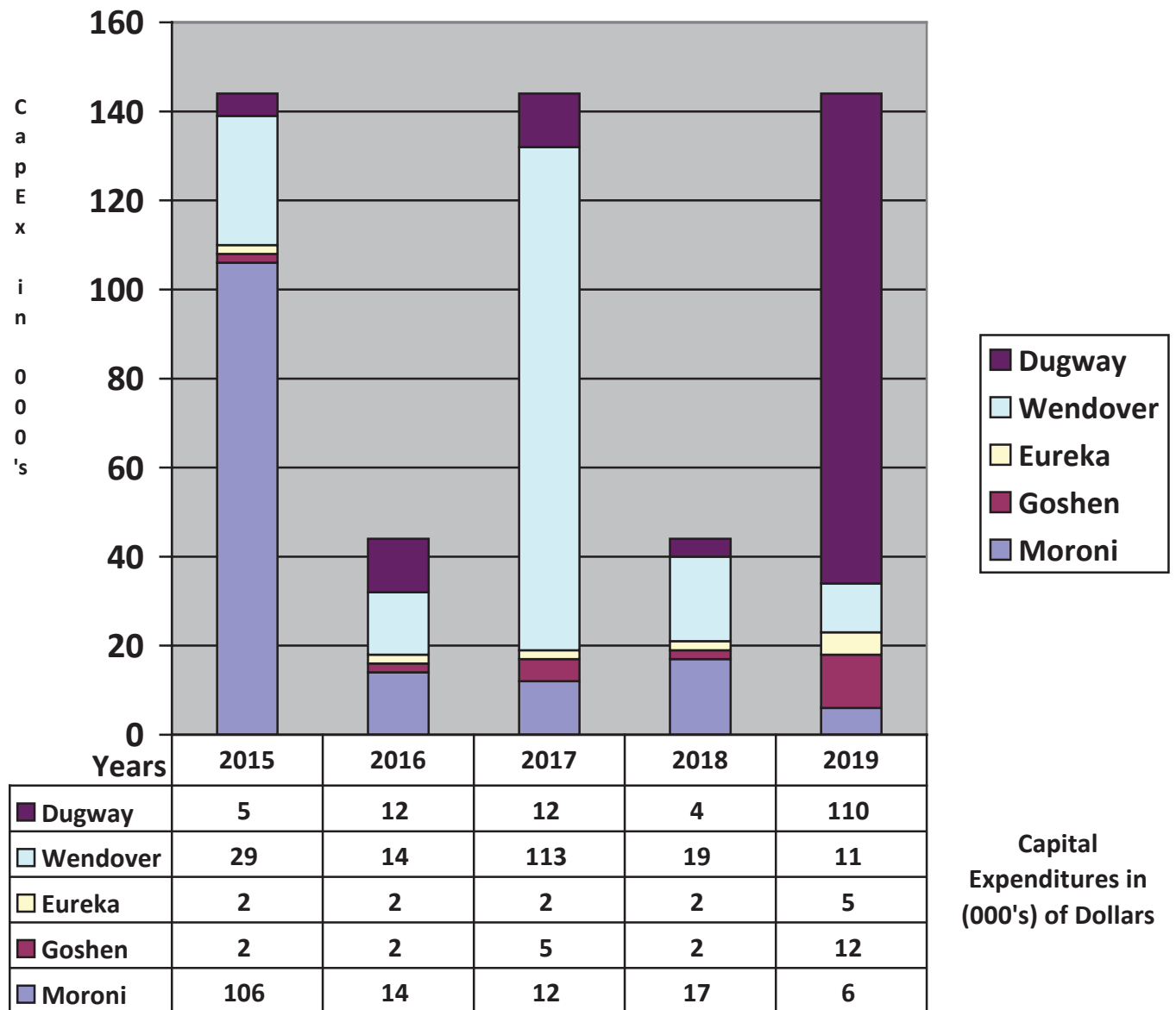
## Skyline Telecom

### Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

speed less than 4 Mbps down and 1 Mbps up and those broadband lines at or above at a speed of 4 Mbps down and 1 Mbps up. The company is making significant efforts to market and transition customers to higher speed service so that they can have the full benefit of the information super-highway.

#### TOTAL ESTIMATED CAPITAL EXPENDITURES BY EXCHANGE:

The total estimated regulated capital expenditures for the RLEC for each of the years in the five-year plan in each of the Company's exchanges are estimated to be as follows:

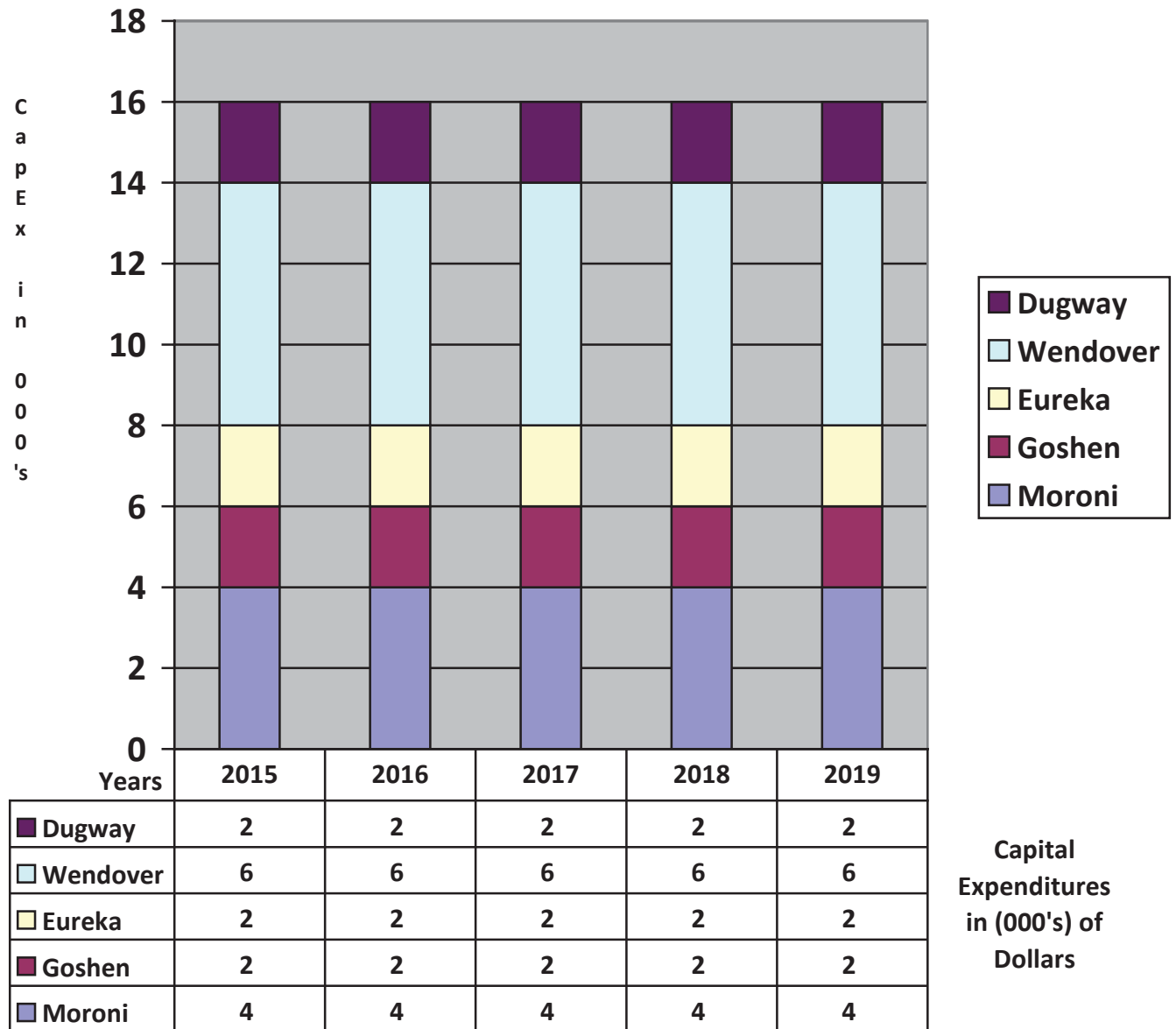


# Skyline Telecom

## Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

### FACILITIES TO SHORTEN LOOP LENGTH & ADD NEW LINES:

The Company understands that new and existing customers continually want and need more bandwidth. Due to the remote territory of the customer, one of the obstacles to providing greater speeds to some of the Company's customers is the distance from the nearest electronic site to the customer location. Shortening that portion of the loop allows the company to provide greater speed; therefore, the Company intends to install cable and wire facilities and/or circuit equipment in each of the Company's exchanges as shown below:

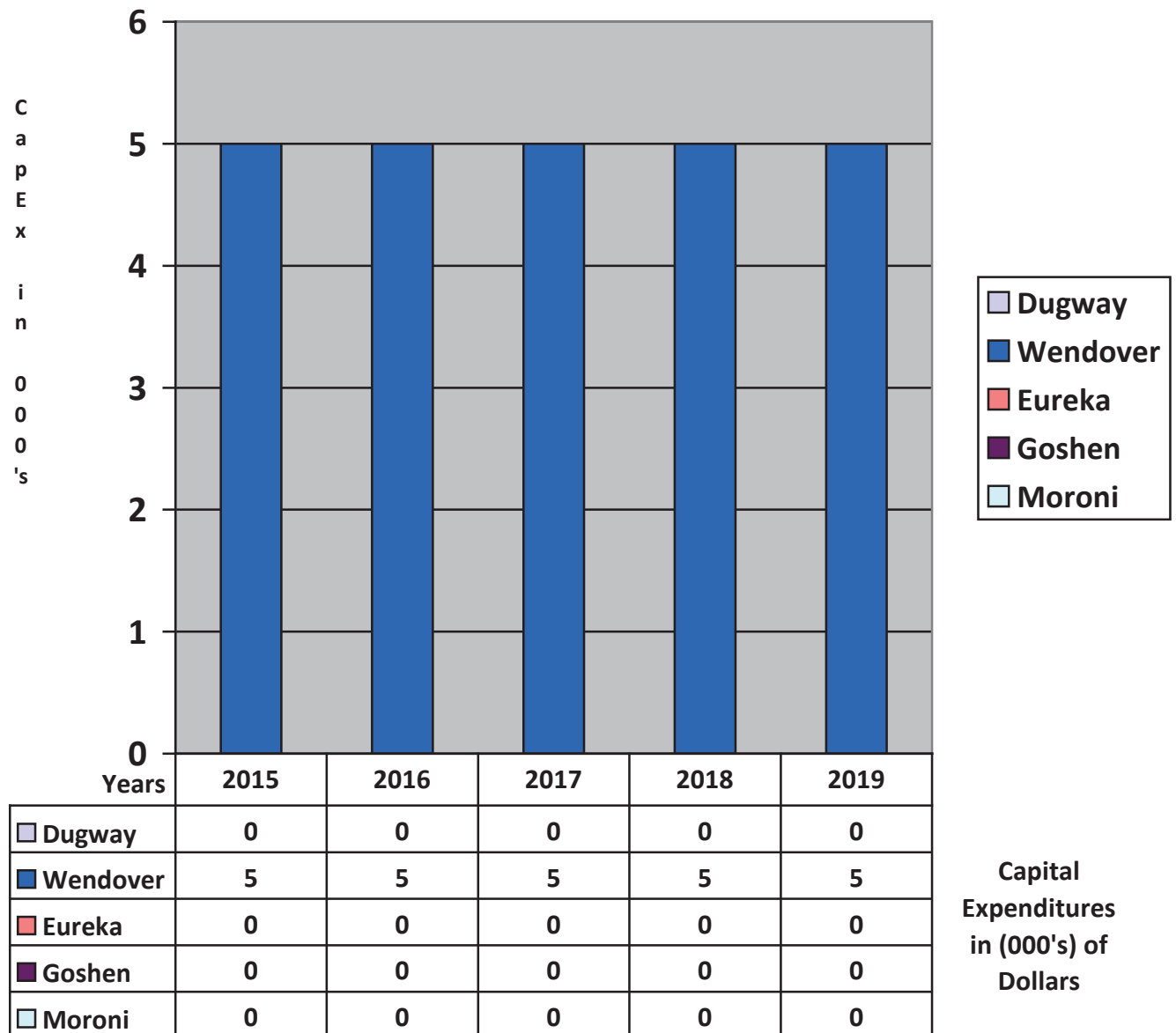


## Skyline Telecom

### Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

#### SWITCHING EQUIPMENT:

The Company is continuing to upgrade switching facilities due to the transformation from TDM to the IP-based technologies. These upgrades may include, but are not limited to, softswitches, media gateways or other equipment. Prior to acquisition of switching equipment, the company analyzes what would be the best technological solution since vendors go out of business, new products are released to market and upgrades may be made to existing equipment which may allow the equipment to continue to be used more cost effectively. The Company is proposing the following technological upgrades to its switching equipment shown below:



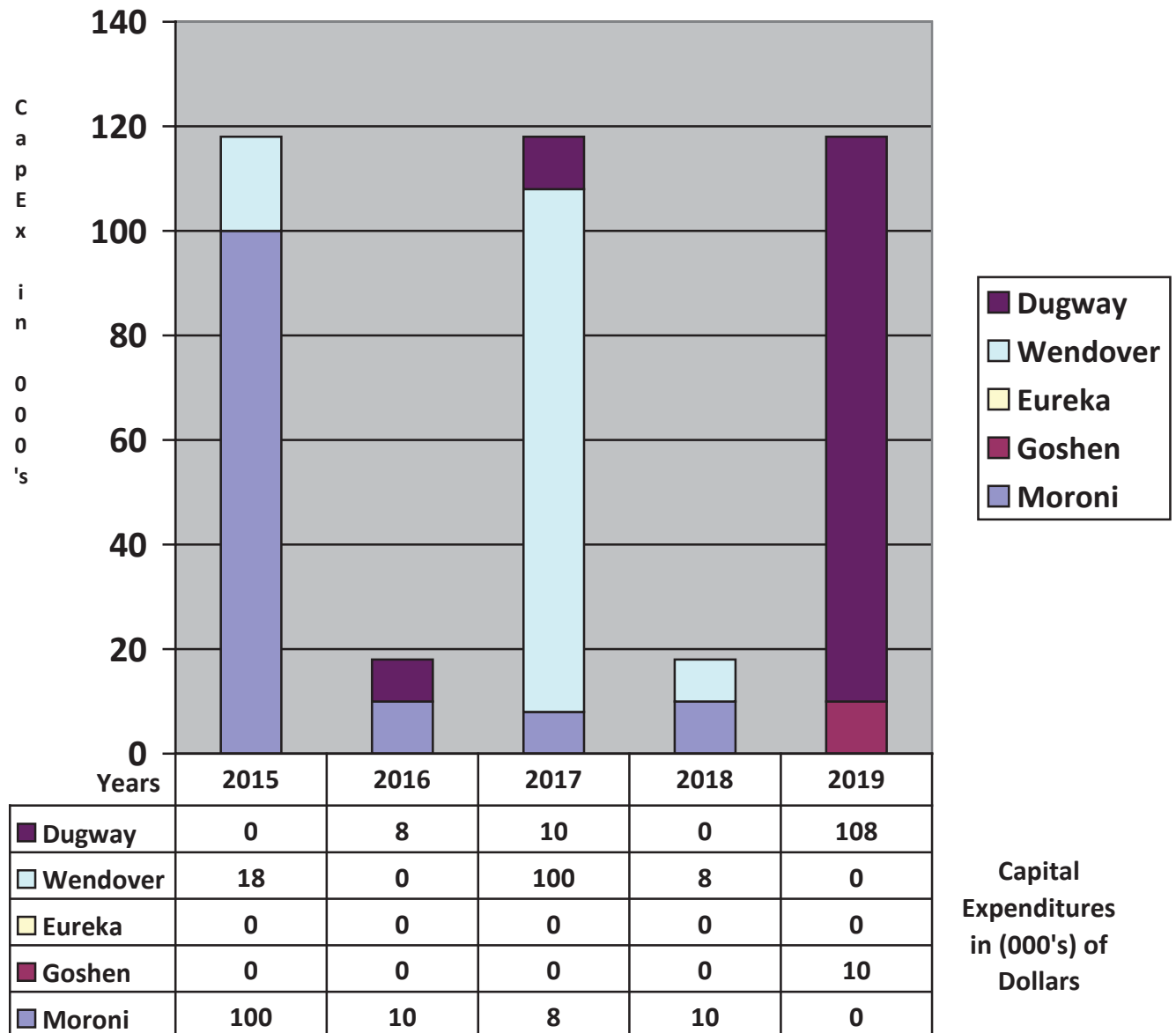


## Skyline Telecom

### Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

#### INTEREXCHANGE FACILITIES:

The Company's exchanges are predominately interconnected with fiber optic cable and electronics. For enhancements and upgrades to the Company's interexchange facilities, the Company intends to install additional cable and wire facilities and/or circuit equipment in each of the Company's exchanges as shown below:

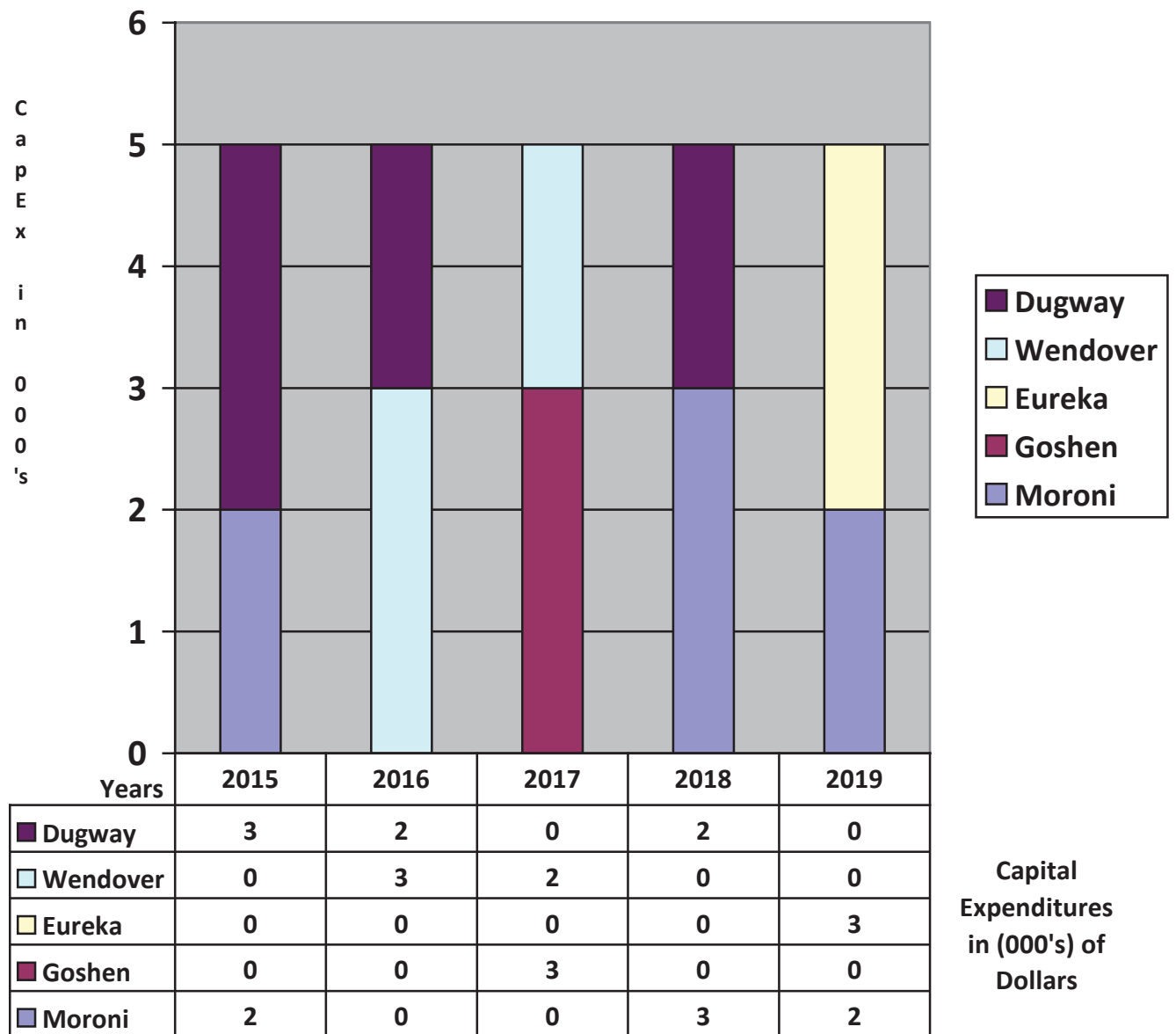


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### Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)

#### GENERAL SUPPORT FACILITIES:

The Company must continually upgrade the general support facilities (i.e., computers, furniture, office equipment, vehicles, land and buildings) due to technology changes, obsolescence and personnel needs in order to provide both voice and broadband service to its customers. The following is the current plan for general support facility capital expenditures in the five-year plan:



**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**COMPANY POLICY TO DETERMINE IF A REQUEST FOR BROADBAND SERVICE IS REASONABLE:**

Under the framework adopted by the Federal Communications Commission (“FCC”) in the *USF/ICC Transformation Order*, as a rate-of-return carrier, the Company, is required to deploy broadband-capable infrastructure to a customer upon reasonable request.

The FCC expressly recognized that there are some areas of the country where it is cost prohibitive to extend broadband using terrestrial wireline technology and, that in some areas, satellite or fixed wireless technologies may be more cost-effective options to extend service.

It is the Company’s policy to deploy broadband-capable infrastructure to a customer, upon reasonable request, as defined below.

**GENERAL POLICY:**

When evaluating a request to extend broadband service, the Company shall consider whether it would be reasonable to make the necessary upgrades in light of anticipated revenues. A reasonable request is one where the Company could cost-effectively extend a voice and broadband-capable network to that location. In determining whether a particular upgrade is cost effective, the Company shall consider not only its anticipated end-user revenues from the services to be offered over that network, both voice and retail broadband internet access, but also other sources of support, such as federal and, where available, state universal service funding projected to be available under current rules.

In considering end-user revenues, the Company shall take into account the reasonable comparability benchmark for broadband services, as appropriate. If the incremental cost of undertaking the necessary upgrades to a particular location exceed the revenues that could be expected from that upgraded line, a request would not be reasonable.

A request to upgrade an existing voice line to provide broadband service would not be reasonable if it would require new investments that would cause total high-cost support, excluding CAF ICC, to exceed \$250 per line per month in a given study area.

As the FCC determined in the *Third Order on Reconsideration*, the Company may also take into account backhaul costs or other unique circumstances that may make it cost-prohibitive to extend service to particular customers.

**EXTENUATING CONSIDERATIONS AND EXECUTIVE APPROVALS:**

In addition to the above stated general policy, additional factors, including, but not limited to, items such the following shall be considered prior to denying the provision of broadband service based on a request of a customer as not reasonable:

**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

- Extremely high potential for significant other residential or business customers in the area within a reasonable amount of time.
- Anchor institution requirements.
- Possible community development potential.
- Health and public safety concerns, including, but not limited to, E-911 issues.
- Other health, economic development and/or welfare factors.
- Financing agency or Commission, either state or federal, mandates or requirements.

If it is determined that additional, extenuating circumstances are relevant and should be considered, Company executive review and approval is required for the project to be undertaken if does not meet the terms of the general policy stated above.

**FURTHER SPEED ENHANCEMENTS:** If the FCC were to revise its broadband performance obligations to require higher speeds, such as 10 Mbps downstream, new deployments would, most likely, be required to meet the new benchmark. The Company would only be required to meet that higher speed if the request for service was *reasonable*.

**CONCLUSION:**

The Company's five-year service quality improvement plan is designed to continue to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

**Skyline Telecom**  
**Line 310 – Unfulfilled Voice Telephony Service Requests Resolution**

As required in 47 C.F.R. § 54.313(a)(3), the following provides the detailed description of how the Company attempted to provide service to potential customers whose initial requests for service were unfulfilled in 2013 in the service area in which the Company is designated as an ETC for facilities that the Company owns, operates, leases, or otherwise utilizes.

The first step in the process of providing service was to have the Company's technical staff determine if current facilities exist to the customer location. Based on the analysis, once it was determined that facilities do not currently exist, a route feasibility analysis is prepared including an estimate of what facilities would be needed and the cost to build to the customer. If the cost to build to that customer exceeds the amount for which Aid to Construction is to be paid by the customer as determined in the Company's tariff, an Aid to Construction proposal document was prepared and submitted to the customer to determine if the Customer was willing to pay a portion of the costs, as defined by the tariff. If the customer was willing to pay the Aid to Construction, as required by the tariff, the company proceeded applying for the appropriate permit(s) after checking easements, rights-of-way, etc. If the customer was not willing to pay the Aid to Construction, the customer was informed that the service cannot be installed at this time. The customer was encouraged to check with neighbors to see if others in their area would like service since multiple customer requests would reduce the cost to serve the customer.

**DELAYS DUE TO PERMITS:** In some cases, service installations become delayed due to permit(s) that are required to install the new facilities. The Company works with a myriad of government agencies and cannot install new facilities absent the appropriate government permit(s). In those cases, the Company informs the customer that we are awaiting permit(s) and that the facilities will be installed once the appropriate permit(s) are obtained. In some cases, the governmental agency has taken multiple years to approve permit(s).

Please note that since the Company's territory is extremely rural, in areas where the Company does not own facilities, it is not possible to lease facilities from other companies since there are no other service providers in those extremely remote areas.

## Skyline Telecom

### Line 510 - Compliance with Service Quality Standards and Consumer Protection

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

**SERVICE QUALITY STANDARDS:** While as an incumbent rural telecommunications carrier in the state of Utah, the Company is exempted from the State Commission's requirements for service quality. The Company has established internal goals that are consistent with Utah Public Service Commission Rules 54-8b-3.3 used for the non-rural telecommunications carriers. As such, the Company believes it is in compliance with industry service quality standards.

**CONSUMER PROTECTION RULES:**

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

**Skyline Telecom**  
**Line 610 – Functionality in Emergency Situations**

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

**OVERALL RESPONSE TO EMERGENCY SITUATIONS:** The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

**POWER:** In order to function in an emergency, the Company has a combination of batteries and emergency generators. Most locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

**REROUTING TRAFFIC AND REDUNDANCY:** The Company has established 100% redundant E-911 trunks and SS-7 routes. It is important to understand that E-911 trunks have redundancy, but they do not have diverse routes. 911 trunk groups all over flow if a busy or fault condition occurs. They are not route diversified but could be if Centurylink would work with us on that.

In addition, the network was designed with redundancy, wherever possible, especially in the backbone network; however, there is not 100% diversified facilities. In most cases, where it is not redundant or diverse, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy or diversity, it is due to the extreme cost of a 100% redundant and diverse network.

Loop plant to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

**MANAGING TRAFFIC SPIKES:** The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the Time-Division Multiplexing (“TDM”) network to have excess capacity

on its backbone network. For example, on Mother's Day, the company handles traffic without the customer receiving the "All Trunks Busy" message which demonstrates the Company's ability to handle peak traffic spikes on its TDM voice network.





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## **SKYLINE TELECOM**

### **Line 920 – Tribal Land Issues**

As required in 47 C.F.R. § 54.313(a)(9), the following provides the detailed description of the efforts by the Company related to discussions with Tribal governments that, at a minimum, included: (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

**Line 921 – Needs Assessment and Deployment Planning:** The Company's actions to address needs assessment and deployment planning with a focus on tribal community anchor institutions for the tribal land network are as follows: Prior to May 17<sup>th</sup>, 2014, the tribe has been completely unresponsive to our contact efforts. We have continued our efforts to contact the tribe in regard to: (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements. Previous meetings we arranged with tribal officials at tribal headquarters were not held because tribal officials failed to show up for them, then subsequently refused to return our phone calls seeking reschedule. Thereafter, certified letters we sent requesting a consultation meeting have been returned as 'unclaimed'.

On 30 April, 2014, we again sent a certified letter requesting consultation with the tribe. That letter was returned as 'unclaimed' on 17 May, 2014. We subsequently sent an email request to the tribe (Lori Bear, Chairperson) on 27 May, 2014. Ms. Bear responded on 28 May, 2014 with a request that we resend the certified letter to Box 448, Grantsville, UT, 84029, which is the same address that we sent all previous letters. We resent the certified letter per her request on the 28<sup>th</sup> of May. On May 30<sup>th</sup>, the certified letter was picked up by Jennifer Bear, a member of the tribe's Executive Committee.

Included with our letter was a copy of our Tribal Engagement Agenda which listed all the topics listed above and asking for the tribe's comments. On June 4<sup>th</sup> we received a letter from the tribe indicating their hand-written responses to each of the subjects.

On June 6<sup>th</sup>, we called Ms. Bear and left a message requesting her to call us for the purpose of setting up a meeting to discuss her responses to our questionnaire (agenda). Ms. Bear texted Steven Clark, our Community Development Director who is in charge of our Tribal Engagement program, which indicated her willingness to meet. As of this date, we are attempting to set up that meeting. We are hopeful that this delicate approach to finally getting us and tribal officials and into the same room for discussions regarding the tribe's telecommunication needs will be successful.

**Line 922 – Feasibility and Sustainability Planning:** The Company's actions to address feasibility and sustainability planning for the tribal land network are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss if the Tribe is interested in feasibility and sustainability planning discussions.

**Line 923 – Marketing Services in an Culturally Sensitive Manner:** The Company's actions to address the marketing of services in a culturally sensitive manner in the tribal land are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss if the Tribe had any suggestions or ideas for improving the company's marketing efforts and if they would they want to participate in jointly developing marketing materials.

**Line 924 – Compliance with Right of Way Processes:** As discussed above, the Company's actions to comply with the right-of-way processes for the tribal lands are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss right-of-way processes for its tribal lands.

**Line 925 – Compliance with Land Use Permitting Requirements:** The Company's actions to comply with the land use permitting requirements for the tribal lands are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss compliance with the land use permitting requirements for its tribal lands.

**Line 926 – Compliance with Facility Sitting Rules:** The Company's actions to comply with the facilities siting rules for the tribal lands are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss compliance with the sitting rules for its tribal lands.

**Line 927 – Compliance with Environmental Review Processes:** The Company's actions to comply with the environmental review processes for the tribal lands are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss compliance with the environmental review processes for its tribal lands.

**Line 928 – Compliance with Cultural Preservation Review Processes:** The Company's actions to comply with the cultural preservation review processes for the tribal lands are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss compliance with the cultural preservation review processes for its tribal lands.

**Line 929 – Compliance with Tribal Business and Licensing Requirements:** The Company's actions to comply with the tribal business and licensing requirements for the tribal lands are as follows: As discussed above, the Company tried, without success, to engage the Tribe to discuss if the Tribe believes there are other licenses the Company should acquire to provide telecommunications services on its tribal lands.

**Skyline Telecom**  
**Line 1010 – Voice Services Rate Comparability**

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau. The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

As of January 1, 2014, the Company charges the following fixed voice prices for the exchanges listed below:

	Eureka Exchange	Moroni Exchange	Wendover Exchange	Dugway Exchange	Goshen Exchange
Flat Rate Residential Service	\$7.98	\$11.10	\$11.03	\$11.03	\$7.98
State Residential Subscriber Line Charge	0.00	0.00	0.00	0.00	0.00
State Universal Service Charge Fee	0.08	0.11	0.11	0.11	0.08
Mandatory Extended Area Service	0.00	6.79	0.98	2.22	9.63
Residential Federal Subscriber Line Charge	<u>6.50</u>	<u>6.50</u>	<u>6.50</u>	<u>6.50</u>	<u>6.50</u>
Total Residential Fixed Voice Charges	<u>\$14.56</u>	<u>\$24.50</u>	<u>\$18.62</u>	<u>\$19.86</u>	<u>\$24.19</u>

Since the totals for all residential fixed voice that the Company charges, as shown above, are below the \$46.96, which is two standard deviations above the applicable national average urban rate for voice services, announced by the FCC Wireline Competition Bureau in the Public Notice released on March 20, 2014 (DA 14-384), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

# Skyline Telecom Lifeline Terms and Conditions

## Terms and Conditions

### 1. GENERAL

Applicable to qualifying low-income subscribers to single party residential service of the Company.

### 2. RATES

- A. Baseline Lifeline is a reduction or credit in the local service charges normally paid by qualifying low-income consumers. The reduction to the normal residential one-party rates are as follows:

#### **Residential Access Lines, Monthly Credit or Discount**

Federal Baseline Lifeline Reduction: Federal Subscriber Line Charge (I).

State Matching Local Rate Reduction \$3.50.

These reductions or credits are from the normal residential one-party service subscribed to by the consumer. The Federal baseline lifeline reduction shall be used to waive the consumer's Federal End-User Common Line Charge or Subscriber Line Charge. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll unless a "bundled minutes" package is chosen.

In addition to the above Federal Service Discount, the State may provide an additional discount for eligible consumers, pursuant to Public Service Commission of Utah Rules R746-341. The State Discount is only provided if it is funded through the State's Universal Service Fund.

In no case will the discount exceed the rate charged for the service subscribed to by each individual.

- B. The following services are included:

1. Single party, voice grade access to the Public Switched Network
2. Access to emergency services
3. Access to operator services
4. Access to interexchange services, unless toll blocking is chosen
5. Access to directory assistance
6. Toll Blocking

- C. Tribal Lifeline

1. Tribal Lifeline will consist of up to an additional \$25 per month, per primary residential connection for qualifying low-income individuals living on qualifying tribal lands.
2. Tribal Lifeline benefits apply to the primary local residential access line. This additional federal Lifeline support will be provided to reduce the qualifying customer's basic monthly service rate to \$1.00 per month. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll unless a "bundled minutes" package is chosen.

### 3. ELIGIBILITY REQUIREMENTS

- A. An applicant must meet all of the following criteria in order to qualify for Lifeline Service:

1. The consumer must meet eligibility requirements established in the Public Service Commission of Utah Rules R746-341.
2. To qualify for Lifeline the consumer must participate in one of the following programs:
  - a. Medicaid
  - b. Food stamps
  - c. Supplemental Security Income (SSI)
  - d. Federal public housing assistance
  - e. Low Income Home Energy Assistance Program
3. The customer must be recertified annually by the appropriate state agency.
4. The premises at which the residential service is requested is the applicant's principal place of residence.
5. There is only one telephone line serving the residential premises eligible for the credit. The residential premises shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic unit.

6. Tribal Lifeline Eligibility Requirements Residents of tribal lands who qualify for Lifeline based on the requirements listed below are eligible for the Tribal Lifeline benefit if they participate in one of more of the following programs or meet the traditional lifeline eligibility requirements listed above.
  - a. Bureau of Indian Affairs (BIA) general assistance program,
  - b. Tribally administered Temporary Assistance for Needy Families block grant program,
  - c. Head Start programs (only those meeting its income-qualifying standard),
  - d. National School Lunch Program's free lunch program.

7. The customer must sign, under penalty of perjury, a document certifying that such customer receives benefits from at least one of the programs above, and lives within a qualifying area. In addition, the customer must also agree to notify the Company if that customer ceases to participate in the qualifying program or programs.

B. Lifeline will not be furnished on a Foreign Exchange (FEX) basis.

C. Lifeline service shall not be disconnected for non-payment of toll charges.

D. If the consumer chooses "toll blocking", the company will not charge a service deposit. Deposits will not be required if customers choose the toll blocking option. No toll blocking charges will be assessed to Lifeline subscribers.

#### **4. FUNDING**

The total cost of providing the State Lifeline program shall be funded from the Utah Universal Service Fund.

#### **5. REGULATIONS**

A. The Telephone Assistance Program credit will begin with the next billing cycle of the company following the date the Company receives a valid application from the customer or when new service is established for a qualifying customer.

B. The regular service connection charge, move and change charge, and regulations applicable to the service offerings specified in the tariff will apply. The service connection charge and move and change charge to change to or from this program due to eligibility status will be waived.

C. The Lifeline credit will be subject to the following restrictions:

1. Applicant must be head of household or person whose name the property or rental agreement resides.
2. Lifeline credit will only be provided to the applicant's principle residence.
3. The credit will only be applicable for one single residential access line.

6. The Company will offer Lifeline assistance only during such periods as reimbursement of the discount is available to the Company from Federal and/or State revenue sources.